

## Picking up your Vehicle

Please check your emails and make sure you received your Rental Agreement and Vehicle Condition Form. If not, kindly advise the agent to check your email address and resend the documents.

Under Vehicle Condition Form where we record and provide photos of damages we identified when the vehicle preparation was made. You must first check that your vehicle's condition corresponds with the damages listed under Vehicle Condition Statement presented to you at check-out. If you notice damage which has not been included on the statement, then you must log the additional damage by sending an email containing your Vehicle Registration Number within the email's title and send photos together with a short description of the damage found to [customercare@europcar.com.mt](mailto:customercare@europcar.com.mt) **It is extremely important that this information is sent not later than One (1) Hour of check-out time shown on your Rental Agreement, as standard damage procedures otherwise apply.**

## Unauthorized driver

Penalty of € 500 will apply if a hired vehicle was driven by unauthorized driver at any time during the car hire duration.

## Deposit

Upon collection of the vehicle, you will have paid the security deposit. Any outstanding charges after the rental will be taken from the deposit. The issuing bank (the bank of the card holder / customer) will release the amount after a certain number of days that are stipulated by the Issuing bank, might take between **fourteen and thirty days.**

## Traffic Fines and Controlled Vehicular Access Zone (CVA) charges Valletta

For every contravention received, Europcar shall apply a **twenty-euro** Notification Charge to notify the Local Authorities. The contravention must be settled by the customer within 48 hours of being notified. Failure to settle the contravention will cause Europcar Malta to settle the contravention on the customer's behalf and charge an administration fee of **Fifty Euros**, together with the cost of the traffic fine. **Vehicles entering Valletta are charged CVA charges which are applied hourly. Europcar Malta applies an administrative surcharge of 15 euros onto each CVA charge, which can be avoided by parking the vehicle outside Valletta's CVA zones.**

## Smoking

Smoking is prohibited, and an additional cleaning charge of **150 Euros** shall apply

## Salt Water-Stained Seats

Please be aware that €50 per seat will be charged for seats stained due to sitting with wet clothes/swimwear.

## Road assistance, Emergency

If you require road assistance, please call Europcar Malta may be contacted Mon- Fri on +356 25761000 from 08:30 till 17:30, Sat-Sun from 08:30 till 15:00. Should you have an after-hours emergency, please call on +356 79476145.

If for any reason the requirement for road assistance is not as a result of a mechanical fault with the vehicle a charge of €75 will apply unless Europcar Malta's Insurance is purchased, or it is included under your package.

Please note that any accidents, new damages, or breakdowns must be reported to Europcar as soon as possible on [claims@europcar.com.mt](mailto:claims@europcar.com.mt)

In case of an accident please follow procedure indicated under T&C which was sent to you by email under section. **In case the vehicle sustains any damage during the rental period.**

## General Vehicle information

In Malta, cars use left-hand driving.

Majority of our manual vehicles are designed with the clutch start feature. Please ensure that your foot is on the clutch to start the car. If you are unfamiliar with driving a manual car, try to upgrade to automatic if available. Customers are liable for any damages caused to the clutch due to its incorrect operation.

To Start an automatic car, please insure the car is in Park and you place your foot on the brake.

## Customer Service

Should you need any assistance during office hours with your rental please contact us on +356 25761005 or email [reservations@europcar.com.mt](mailto:reservations@europcar.com.mt)

Customer Care opening hours are Mon-Fri from 8.30 till 17:00 Contact us on +356 25761014 or email [customercare@europcar.com.mt](mailto:customercare@europcar.com.mt)

Airport Office contact number +356 25761018

**Emergency contacts:** In case of emergencies during office hours, Europcar Malta may be contacted on +356 25761000/1005 'or after office hours on +356 79476145.

## Returning your vehicle

You must return the vehicle to the same car park and location from where you collected the vehicle

Car park address: East Multi-Storey Car Park, Level 1 Malta International Airport LQA 4000, Gudja

## Entering the car park

Please be advised that all our vehicles have RFID tags installed. When you approach the entry to the car park (barrier) The RFID tag on the vehicle is read by the reader tag and the barrier will automatically open. Therefore, it is very important Not to take a ticket.

However, if for some reason the barrier would fail to open, please press the help button, and advise that your RFID Tag has a scanning issue. In case this attempt was unsuccessful, and you had no other option than to take a ticket in order to enter to car park follow these steps to avoid any charges for the car park ticket. Important leave the ticket in the car otherwise, the charge for the lost ticket amounting to Euro25 will apply. Sent an email to [reservations@europcar.com.mt](mailto:reservations@europcar.com.mt) state your vehicle number plate or Rental Agreement number with short description of the incident and reason why you had to take a ticket. Otherwise, the charge for the ticket will apply.

### **Early returns**

If you return the vehicle before return date/time we will not be able to refund for any unused days or extras.

### **Extension**

Should you wish to extend your rental with us please contact us as regarding the availability otherwise you will incur penalty charges.

### **Late Returns**

Please insure for your own comfort that you leave minimum of 30 minutes to check in your car. The hire period is calculated in 24-hours period. We allow half an hour grace period at the end of the rental before the charge for the next 24hours rental applies.

### **Out of Hours Returns**

If during your return time none of our vehicle inspector are available kindly deposit the KEY at the deposit box, located in the waiting area ,next to the lift. You will

remain responsible for the condition of the vehicle until it can be inspected by a member of our team.

If during this inspection new damages are identified, then an email notification will be forwarded to you with more detailed information.

### **Inspection**

Your car hire contract will be considered closed when one of our agents will conclude the inspection and verify that no new damages were identified. In case a new damage is identified our agent will record the new damage and asses the cost of repairs. Following this, the check- in document should be signed and the invoice copy will be forwarded to you by email.

Failure to comply with the check -in process and abandoned the vehicle will not consider the contact being closed. The inspection will carry out without you being present and charge will apply for any new damages. (See T&C)

### **Fuel**

#### **Full to Full fuel policy**

If your vehicle was supplied with full tank of fuel and you don't have fuel pre-purchased policy, please make sure to return the vehicle with a full tank of fuel to avoid any additional charges.

#### **Pre-purchased fuel policy**

The vehicle is supplied with a full tank of fuel which is paid for at checkout. Any remaining fuel at the end of the rental is not refundable and shall become the property of Europcar. Europcar Malta has its own fuel supplier, and its rates include a refueling surcharge.

### **Personal Belongings**

We do not accept any liability for any items or personal possessions that you may have left in the vehicle.